

COLLABORATIVE DEFENSE TOOLKIT

CD Self-Assessment Interview Guides

Following the implementation of Collaborative practice, support staff, or other changes in service delivery, defense agencies can create mechanisms to assess the efficacy of their new service model. One method of gathering feedback is to conduct staff interviews that interrogate the strengths of the changes in practice as well as identify areas of growth to improve workflow and the client experience. These interviews provide the opportunity for staff to share ideas to improve service delivery and for leadership to determine what can be adjusted internally to better incorporate the tenets of Collaborative Defense into the office's practice. Staff questionnaires will vary depending on role, responsibilities, and experience with support staff. The interview guides are divided by position and address the following topics:

- **Organizational**

Addresses the mission, vision, and values of the defense agency. Identifies goals and obstacles to implementing Collaborative Defense and expanded service delivery.

- **Staff Performance**

Addresses the mission, vision, and values of the defense agency. Identifies goals and obstacles to implementing Collaborative Defense and expanded service delivery.

- **Training**

A critical component of implementing Collaborative Defense is comprehensive training that provides staff with a uniform understanding of client service delivery and the office's changes to their mission, vision, or values. These questions address what could be added or adjusted to the existing training model to better prepare staff for their role.

- **Collaborative Practice:**

Asks staff to reflect on their experience with the new service model including intake and referral processes, communication across teams, and changes to client experience following the implementation of collaborative practices.

- **Client Services**

Establishes a baseline of what services are provided, revealing what can be expanded or reoriented to better address the most prevalent client needs. This section also reviews workflow and caseload for staff.

Making it Your Own

Due to the distinctiveness of each defense agency, the implementation of collaborative practice will vary across jurisdictions. These questions provide a template for staff interviews that should be tailored to accurately reflect service delivery and organizational structure. Questions can be added to reflect specific changes to the service model that are unique to your office's practice. Additionally, the division of questions by role can be amended depending on the existence of support staff and their responsibilities in the office. For example, if there are clinical and non-clinical staff, questions should be altered to address the differences in their capacity to treat clients. Using the office's mission, vision, and values, leadership can design questionnaires that elicit what they deem to be the most critical information to assess their representation and client service delivery.